

To:	opdirector@officegreen.com ; hrrspecialist@officegreen.com ; svrp@officegreen.com
Subject:	<i>[Action Required] Decreased Customer Satisfaction Due to Low Delivery Rate</i>
<p>Good afternoon all,</p> <p>I hope everyone is having a great week. My name is Esteban and I am the project manager for this new project aimed to deliver small low maintenance plants to customers.</p> <p>During the delivery process, we have been experiencing the inability to deliver plants to customers on time due to the lack of delivery drivers available within our staff. Our delivery rate at this time has been 80%. As a result, our customer satisfaction has dropped and we have experienced some unsatisfied customers cancel their subscription to our service.</p> <p>A solution would be to run a hiring campaign to hire more delivery drivers to complete deliveries. Doing so would increase our delivery rate and therefore increase customer satisfaction which would prevent customers from wanting to cancel their subscription.</p> <p>I would like to coordinate a meeting to further discuss this matter to come up with a solution to help solve this current issue.</p> <p>Thank you all for taking the time to assist in addressing this matter. Have a great week.</p> <p>Thank you,</p> <p>Esteban</p>	